



GREAT CONCERNS

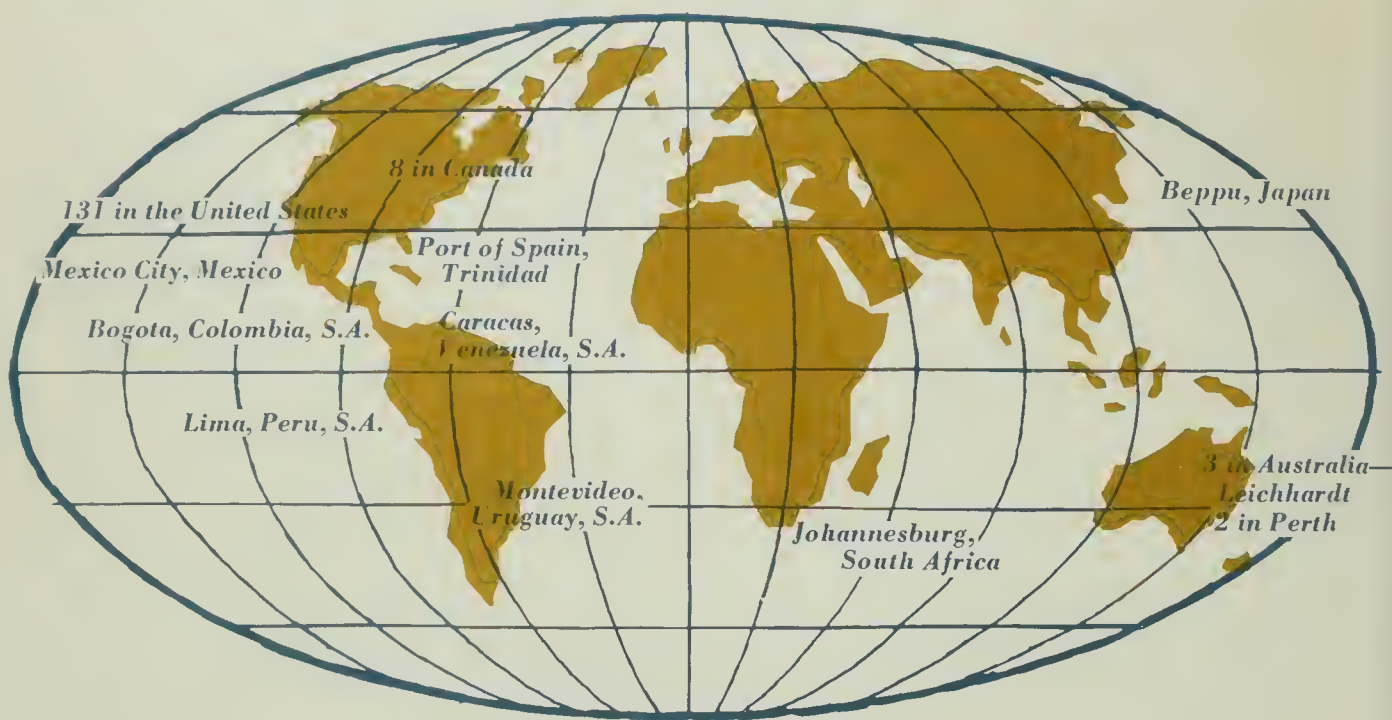
FOR THE
HANDICAPPED

ANNUAL REPORT FOR 1965
GOODWILL INDUSTRIES OF AMERICA, INC.





Goodwill Industries and related programs, comprising the largest network of private rehabilitation workshops in the world, serve in a total of 151 cities in eleven countries, as shown on this world map.



MISS KARLA HAMBEL, NATIONAL GOODWILL WORKER OF 1965, SPEAKS FOR THE VALUES OF GREAT CONCERNS FOR THE HANDICAPPED

Karla Hambel was born with hands joined to her shoulders and undeveloped legs . . . and has become a junior staff member of the Columbus, O. Goodwill Industries. For her achievement, she was selected National Goodwill Worker of 1965. Her words reflect both her appreciation and the values to society of Goodwill's vocational program:

"Goodwill Industries has shaped my life in many ways. It has helped me rise above my handicap and inspire confidence in others to do the same. It awakened an interest in counseling. But above all, it has given me a chance to prove myself as a useful, productive member of society."



THE GREAT CONCERNS OF GOODWILL INDUSTRIES GROW OUT OF MANY YEARS OF TRADITIONS AND SERVICE

AN INTRODUCTION BY DR. P. J. TREVETHAN:

The past record of Goodwill Industries is significant only as history and as a prologue from which to determine where we have been and where we go. Out of this background of lore, tradition and accomplishment, the outlook for the future is excellent.

In the six decades of steady advance, some of the landmarks have been these: A beginning in Boston in 1902. First program outside of Boston in 1915. The name, "Goodwill Industries," originated in the same year. A national organization formed in the early 1920's. And, of interest for the year of 1966, the first documentation of all Goodwill Industries accomplishments 40 years ago.

The story in 1926 told of 28 Goodwill Industries in the United States with combined income of \$2,202,141 providing 2,400,000 hours of employment to handicapped and unfortunate people. Forty years later, the 131 Goodwill Industries can tell of about \$72,000,000 income and over 35,000,000 hours of employment, with many additional hours of other rehabilitation services. Besides this is an added record of Goodwill Industries in other countries.

Goodwill Industries have reached a point where the prediction can be made that they will be providing some vocational service, in degrees conditioned by need and resources, to at least 100,000 persons annually by the end of the decade of the 1960's.

The Goodwill program, however, will still have made only a "beginning" worthy of its heritage and deserving of its potential when it reaches the 100,000 persons goal. This outlook, more than any other, marked the year of 1965, for it was a year of preparing for a future of vastly expanded value.

Within the program, steps were taken to strengthen the structure and broaden the scope of operations, services and support. Externally, exerting a profound influence for the future, there was pronounced growth of interest in vocational rehabilitation services which found most concrete expression in new Federal legislation making substantially more money available for their expansion.

As private agency representatives of the vocational rehabilitation services which are the focal points in the new national forward thrust, Goodwill Industries will be in the vanguard of rehabilitation progress. The hour of grand acceptance of the validity and usefulness of the Goodwill service concept has arrived. The challenge of this new hour is to increase facilities and operations, offer the renewed dedication of a more sophisticated staff and utilize the resources a new nation-wide concern has created for greater service to handicapped and disabled people.

Great Expectations . . . most assuredly! Great Resources . . . most positively! A Great Heart for handicapped people . . . definitely!

May Great Concerns which include all these—expectations, resources and heart—always be the continuing hallmark of Goodwill Industries everywhere and of the services they seek to render!

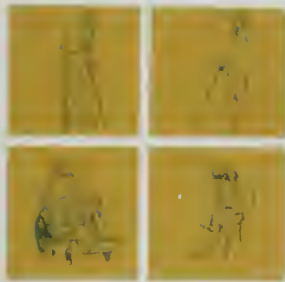
A STATEMENT OF THE PRESIDENT OF THE UNITED STATES

Once again National Goodwill Week calls attention to our society's humanitarian programs to rehabilitate the disabled, to bring into their lives new hope, dignity, and the satisfaction of self-reliance.

You may justly take pride in your long record of helping to eradicate the demeaning prejudices against the disabled. Along with other men and women of good will, you have successfully demonstrated that persons with disability can fulfill useful roles in our society and contribute to our nation's progress.

I congratulate all who serve through Goodwill Industries, and I express the gratitude of the American people for your humanitarian services.

LYNDON B. JOHNSON



Dr. P. J. Trevethan will have been associated with the program of Goodwill Industries for forty years, 19 in the capacity of chief executive officer of Goodwill Industries of America, Inc., when he retires as the national organization's Executive Vice President in June of 1966.



THE NEEDS OF HANDICAPPED PEOPLE ESTABLISH THE BASIS FOR SOCIETY'S GREAT CONCERN IN REHABILITATION WORKSHOPS

The ancient Greek physician and founder of experimental psychology, Galen, as long ago as the second century, A. D., made the observation that "employment is nature's best physician and is essential to happiness."

His words were true 1800 years ago; they are still true today. They are especially pertinent for people whose handicaps deprive them of the opportunity to work.

Yet, in a dynamic, keenly competitive society—no matter how idealistic the guiding principles—the rule of life which more often is imposed on handicapped people is the primeval law of survival of the fittest.

People with handicaps, needing employment, are at the same time victims of survival competition. It is this lamentable dilemma which clearly establishes the basis for society's great concern in rehabilitation workshops.

Estimates on the number of people with some form of handicap in the United States alone range from 22½ to 25 million. How many there are in a world still victimized by disease, injury and barbarism is almost unthinkable. Not all want or need employment to earn

their way, of course; many have handicaps which do not tragically interfere with work, and others do not seek jobs. However, the estimate on the number in the U. S. willing and able to work but unemployed is still over three million.

Most of the handicapped in the modern, civilized areas of the world such as the United States receive at least some curative and corrective medical care. While the needs of medical rehabilitation certainly remain unmet, it has been a matter of rapidly growing concern in recent years that medical rehabilitation by itself is woefully inadequate. The handicapped cannot be called rehabilitated until they have found places of usefulness in society.

Only through the medium of the rehabilitation workshop can people who have never worked or need to relearn to work as a result of disabilities acquire the skills, the abilities and the habits which enable them to compete for jobs.

Through the services of the workshop, a handicapped person is equipped not only for basic survival but also for making a positive contribution to society.

ACCIDENT VICTIMS



8.5 MILLION

SIGHT HEARING SPEECH



8 MILLION

CONGENITAL HANDICAPS



1.2 MILLION

MENTAL HOSPITAL PATIENTS



.75 MILLION

MENTALLY RETARDED



5.5 MILLION



THE NATIONAL PROGRAM OF GOODWILL INDUSTRIES OF AMERICA, INC. HELPS ALL GOODWILL INDUSTRIES TRANPOSE GREAT CONCERNS INTO ACTION WHICH PRODUCES FOUR TYPES OF ACHIEVEMENT FOR HANDICAPPED AND DISABLED PEOPLE

Every great concern produces great causes, and every great cause needs great organization.

The great concern for the handicapped has inspired programs which are called either sheltered or rehabilitation workshops. Representing the greatest network of private workshops, and striving toward greatness in performance, is the group of 151 Goodwill Industries and related programs throughout the world, along with their 36 branch workshops.

The national representative of this network is Goodwill Industries of America, Inc. A membership organization, it is composed of individually autonomous Goodwill Industries.

The purpose of Goodwill Industries of America, Inc., is to both lead and serve the individual member organizations so they can do the best possible job of responding to the great concern for the vocational needs of handicapped people.

Here are some of the specific accomplishments of Goodwill Industries of America, Inc.:

- Creates national unity and strength.
- Develops new Goodwill Industries.
- Generates national prestige and attention.
- Helps existing Goodwill Industries grow.
- Recruits and trains leadership.

- Provides counsel in all program areas.
- Conducts workshops and conferences.
- Offers legislative and legal counsel.
- Provides local public relations aids.
- Offers insurance and retirement plans.
- Issues publications in all program areas.
- Conducts surveys and evaluations.
- Raises standards through accreditation.
- Serves as a focal point for progress.

Often, what is national and what is local is difficult to delineate, because a plan or idea may begin at either point. Local people have a part in national affairs through Board, conference and committee activities. National leaders and staff often directly and indirectly serve the local programs through consultation, assistance and participation.

Altogether, four great concerns for handicapped people retain uppermost importance:

- Sheltered work for the unable.
- Services to make the handicapped more employable.
- Training and work experience.
- Placement in normal employment.

Out of the unity of a national program comes positive practical expression of these four concerns.

A GREAT WORLD-WIDE CONCERN IS EXPANSION THROUGH LAUNCHING NEW GOODWILL INDUSTRIES AND PROMPTING GROWTH OF EXISTING PROGRAMS

Creating new Goodwill Industries and branch workshops in communities where vocational rehabilitation programs do not now exist is a great concern because of the vast disparity between need and service.

All workshops together serve only a small part of the more than three million handicapped people who are unemployed but willing and able to work.

This concern was expressed by Robert E. Watkins, Assistant Executive Vice President and Executive Vice President-elect of Goodwill Industries of America, Inc., at the 1965 Conference of Executives with these words:

"We challenge all of you associated with Goodwill Industries to a new era, the era of a sufficiently great concern to bring Goodwill services within reach of every

deserving impaired person. We challenge you, individually and as corporate agents to enroll in an all-out effort to establish autonomous units in larger communities and branches in smaller communities."

During 1965, recognition of the concern for more facilities resulted in launching of three new Goodwill Industries in Iowa City, Ia., Lima, O., and Savannah, Georgia. Also, organizing activity was under way in Manchester, N. H., Boise, Idaho, Grand Rapids, Mich., Reading, Pa., Dubois, Ia., Scottsbluff, Neb., Fresno, Cal., West Palm Beach, Fla. and Lubbock, Tex.

Each new Goodwill Industries requires initial financing of at least \$50,000 of which contributed funds of the national program can be used as an incentive to match locally raised funds and grants.



A FUNDAMENTAL CONCERN OF GOODWILL INDUSTRIES IS TO PROVIDE SHELTERED EMPLOYMENT TO HANDICAPPED PEOPLE WHO ARE UNABLE TO GET OR HOLD NORMAL JOBS

What's any employer looking for in a good switchboard operator? Probably someone who is efficient, dependable, and, most important, knows how to work a switchboard.

Donald Smith has the first two requisites and, by using a Braille adapter, he does an excellent job of working the switchboard.

But most employers don't have adapters, and blind applicants just don't often get the jobs.

That's why the sheltered employment that Goodwill Industries offers to people like Donald is one of its most important services.

At the Boston Goodwill, Donald has a Braille adapter *and* a job!



To fill Galen's prescription for employment, Goodwill Industries has as a primary concern the providing of sheltered workshop employment for people with more severe handicaps.

Here are people who, for reasons of age, outlook or disability, are not likely to be found in a competitive environment. They have marginal productive capacities and are emotionally, mentally and physically unsuited for the survival struggle.

But they still need the "medicine" of employment. And their need is the mandate for Goodwill's sheltered workshops.

Most of the jobs involve repairing and renovating the clothing and household articles contributed by the public. Over \$51,000,000 worth of these goods were sold in Goodwill stores in 1965 by clients working as clerks. About 85 Goodwill Industries also arrange for work on contract with commercial firms with a total value ex-

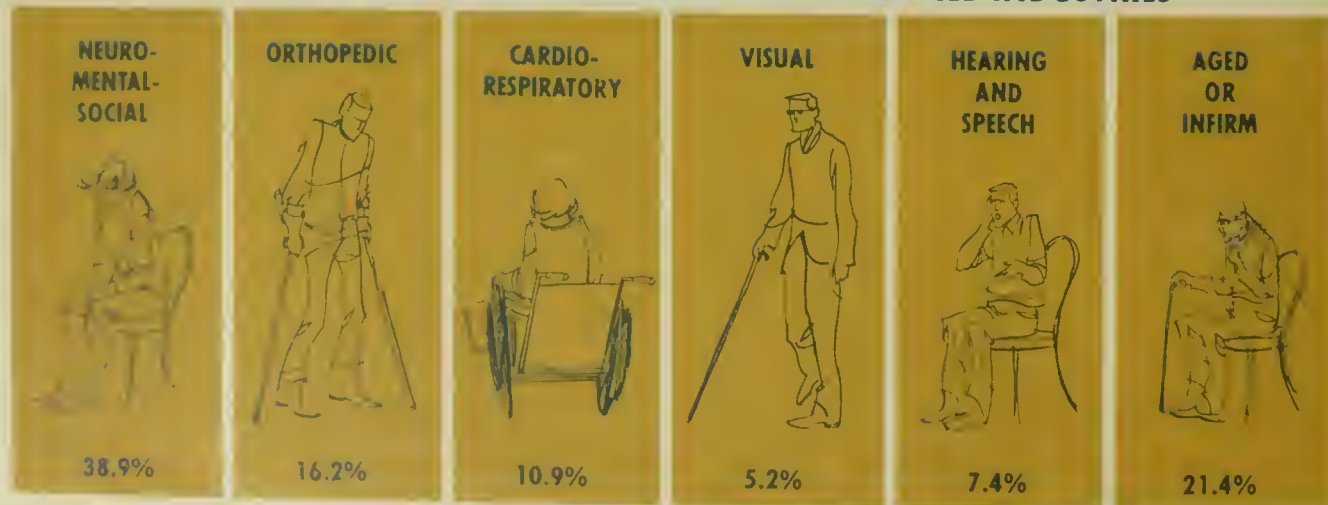
ceeding \$3,000,000. The work involves sorting, assembling, repairing and other jobs.

The limitations of the sheltered work clients set the pace for their productivity and compensation. Their income, therefore, is in accord with their capacities, unless either they can progress to competitive employment or receive subsidies from other sources. Wage rates are set by the Wage and Hour Administration of the U. S. Department of Labor.

In a year, all Goodwill Industries will help over 60,000 persons. At any one time, about 23,000 will be on the rolls. With such a turnover, it can be assumed that up to a third of the handicapped clients of Goodwill Industries are in the category of those needing extended sheltered workshop employment.

Altogether, all people earning and learning in Goodwill Industries received incomes exceeding \$35,000,000 in 1965.

TYPES OF HANDICAPS OF PEOPLE SERVED BY ALL GOODWILL INDUSTRIES





ANOTHER BASIC CONCERN OF THE GOODWILL WAY IS GIVING HANDICAPPED PEOPLE EXTRA SERVICES WHICH MAKE POSSIBLE ATTAINMENT OF THEIR MAXIMUM ACHIEVEMENTS

A misshapen body, limiting her physical ability and social acceptance, resulted in a bitterly rebellious personality for Barbara Fahrer.

At Goodwill Industries of Akron, Ohio, unremitting professional guidance, patience and encouragement, plus plastic surgery, and the freely given friendships of her fellow workers helped Barbara surmount her difficulties. She can now accept her physical handicaps and has transformed her distorted, resentful outlook into one of genuine happiness and optimism. Her changed attitude has been admired and recognized by her fellow workers.



A rehabilitation workshop such as Goodwill Industries does not just hire a person, pitch him into a job and wait for him to show he can do it. Help in developing a handicapped person's fullest potential must also be part of the successful workshop's concern.

Goodwill Industries, therefore, provide basic rehabilitation services other than work. These can be medical, therapeutic, or personal.

The coordination of these services with the work program begins as soon as a client is taken into a Goodwill Industries. In fact, interviewing and testing to discover interests and aptitudes often determine the type of work a client is given.

After placement in a work position a steady evaluation process begins. Rehabilitation staff members meet individually with clients and hold regular group staff meetings to discuss problems and overall progress. Help is given to the workers to overcome attitudes, psycho-

logical barriers, adjustment to working conditions and physical impediments.

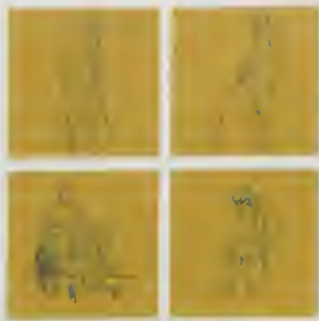
Some Goodwill Industries offer complete medical and physical therapy services depending upon the facilities of the community. Several programs, notably Cincinnati and Winston-Salem, serve on a regional basis.

Social adjustment must also be a necessary factor in rehabilitation. Goodwill Industries encourage development in this area by providing spiritual counseling and guidance, recreational opportunities and other voluntary activities.

More than half of the total number of people served by all Goodwill Industries—or over 30,000—get extra rehabilitation service attention. Around 11,000 receive only the specialized services to help them overcome disabilities or adjust to them. All have the extra paramedical and social services available as wanted or needed.

TYPES OF SERVICES OFFERED BY GOODWILL INDUSTRIES TO HANDICAPPED PEOPLE





AN ADDITIONAL CONCERN FOR HANDICAPPED CLIENTS IN GOODWILL'S PROGRAM IS TO GIVE THEM WORK EXPERIENCE AND TRAINING WHICH PREPARE THEM FOR COMPETITIVE EMPLOYMENT

Peter W. Shepherd, Jr. suffers from sickle cell anemia, walks with crutches, and can't lift his left arm above his shoulder.

Not many employers would have wanted to take a chance on Peter a while ago.

But the Detroit Goodwill Industries did. Peter was placed in training in clothing repair and reweaving and has done so well he has moved up to the position of sewing instructor.

With his training and experience, Peter would qualify for a tailoring job somewhere else when he is interested.



A typical Goodwill Industries will have three or four times as many applicants for help as it can serve at any time. The demand for service has produced another concern by the Goodwill program—that of providing people with training and work experience so they may find normal jobs and make room for other applicants.

Training covers many trades and occupations—as many as 40 or more in larger Goodwills. Jobs begin with sorting and end with sales, with many functions involving work on all types of clothing, household articles and consumer goods in between. This activity includes sewing, pressing, laundering, dry cleaning, shoe

repairing, watch, clock and jewelry repair, and many aspects of woodworking, all types of appliance repair, upholstery, pricing, merchandising, office functions and others. When contract work is arranged, experience with industrial occupations is offered.

All these jobs can be found in the competitive world and are available to skilled personnel. The training and experience the Goodwill clients receive give them a solid foundation in competing for these jobs. Their success in getting and adequately filling positions outside Goodwill is the hallmark of their complete rehabilitation.

THE ULTIMATE CONCERN FOR THE HANDICAPPED PEOPLE SERVED IS HELP ON PLACING IN COMMERCE AND INDUSTRY ALL THOSE WHO DEMONSTRATE ABILITY TO OBTAIN NORMAL JOBS

The success of the job placement efforts of the Goodwill program is exemplified by the case of James Lewis. He is now one of the top solderers at Lockheed Missiles and Space Company, despite having only a thumb on one hand, three fingers on the other, and deformed legs. He had displayed initiative and skill in the electronics assembly class held by the San Jose Goodwill and was sponsored by that Goodwill for a course at Lockheed. His proficiency and the efforts of the San Jose Goodwill secured for him his present job.



The heritage of the handicapped in society should be—as it is for everyone else—the opportunity to both benefit fully from its economy and to make a contribution to it. It is, therefore, a great concern of Goodwill Industries to place clients in normal employment.

A rehabilitation workshop cannot serve only as an employer of the handicapped. The demands for its services, first of all, are too great. But, further than this, the costs of providing both rehabilitation services and employment prohibit the payment of wages comparable to those in normal jobs even when the handicapped people have the capacity to earn such wages.

Because of the training and experience the handicapped clients of Goodwill Industries receive, they are capable of competing for jobs. Proof of this lies in the fact that Goodwill Industries now place thousands of people annually.

But another fact remains. There are still thousands of handicapped clients who though able, cannot get outside jobs. Too many prospective employers see only the handicap, not the skill, in a job applicant.

Acceptance of the handicapped by employers is a concern Goodwill Industries cannot hold alone. Society itself must take on this ultimate concern.



THE GREAT CONCERNS OF GOODWILL INDUSTRIES FOR HANDICAPPED PEOPLE HAVE EXTENDED INTO TEN COUNTRIES IN THE WORLD

The needs of the handicapped are universal. Consequently, the great concerns Goodwill Industries has for the handicapped must be more than a national affair.

It must be, and is, an international community. The unique vocational rehabilitation program has been established in 21 cities in 10 other countries.

During 1965, the international program added a new Goodwill in Caracas, Venezuela, which is already a successful program. A Rising Sun Industries, patterned after Goodwill, was being organized in Beppu, Japan.

Examples of the accomplishments of some of the programs in other countries are cited below.

The Goodwill Enterprises in Victoria, British Columbia, made a major stride in its service to the handicapped by beginning construction of an half million dollar rehabilitation center which will greatly increase its facilities.

The Edmonton, Alberta, Rehabilitation Society for the Handicapped also improved its facilities by moving into new quarters. Owned by the Provincial government, the four-story building has special construction features to accommodate the handicapped. An unusual program of the Edmonton Society was the development

of an Alberta tartan. Hand woven on looms in the sheltered workshop and sold by the Society, the tartan has been officially adopted by the Provincial government.

The Amity Rehabilitation Center in Hamilton, Ontario, increased the number of handicapped served to a total of 77, and added a new retail store.

On the other side of the world in Perth, Australia, the Civilian Maimed and Limbless Association has been able to extend its services to 90 more disabled persons during 1965. The Association has maintained a sound financial position while accepting more clients.

Las Industrias de Buena Voluntad in Montevideo, Uruguay has measured its success for 1965 by the fact that it has been able to maintain its present public support and its services, in spite of the crises that the country as a whole has undergone the past year.

While total figures on services of programs in other countries are not currently available they are recognized for their contributions and attract international attention.

Added growth is inherent in the interest expressed by citizens of other cities around the globe, such as Athens, Hong Kong, Malta, Quito, Tokyo, and Guatemala City.

SUMMARY OF ACHIEVEMENTS OF ALL GOODWILL INDUSTRIES IN 1965

Sheltered Employment

- The 131 Goodwill Industries, with branch programs in another 35 cities in the U.S., served a total of over 60,000 handicapped people.
- Of these people, over 40,000 received sheltered employment in the Goodwill workshops through repairing contributed materials, contract work and service activities.
- At any one time, more than 23,000 people were being provided jobs by Goodwill Industries.
- The workers received over \$35,000,000 in wages in Goodwill Industries employment.
- As a result of their earning income, the handicapped people paid over \$2,500,000 in income and other taxes.

Rehabilitation Services

- More than 30,000 of the total number of people served received rehabilitation services in addition to employment, with over 11,000 of these people receiving only such additional help.
- The added services ranged from physical and occupational therapy, to evaluation, counseling, medical care, social help and others.

Job Training

- Of the total number of people enrolled, at least 20,000

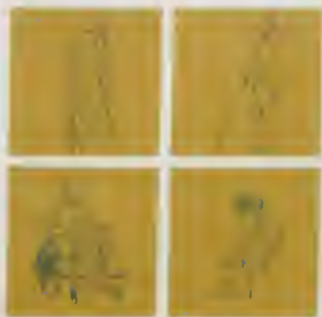
were in the trainee category.

Placement

- At least 5,000 placements of handicapped people in normal jobs were recorded, with several thousands more placed through their own efforts.

Over-all Program Accomplishments

- All Goodwill Industries together had industrial earned income of over \$64,000,000 in 1965.
- The Goodwill Industries received over \$6,500,000 in contributions of funds and in fees.
- Of the earned income, about \$51,000,000 was from sales of reconditioned articles.
- Another substantial part of earned income was about \$3,500,000 for contract work.
- Contributions through United Funds, Chests and campaigns amounted to over \$5,000,000.
- At least \$1,500,000 was paid in fees for rehabilitation services by government and private agencies, with additional funds received as grants for financing service programs or projects.
- Income from cafeteria services and other such operations added another million dollars, bringing the grand total of income for all Goodwill Industries to about \$72,000,000.



THE FOUNDATION OF CONCERN FOR HANDICAPPED PEOPLE IS A BROAD BASE OF PUBLIC SUPPORT THROUGH GIFTS OF BOTH MATERIALS AND MONEY TO GOODWILL INDUSTRIES

The society which initially has the obligation to be concerned about the handicapped demonstrates through Goodwill Industries that it is willing to accept its obligation.

The Goodwill program, of course, uniquely offers society relatively simple ways to help. One way is to contribute usable clothing and household articles, by depositing materials in collection boxes, through Scout, school, church and other drives and through calling for truck pick-up. Contributions of materials are received from nearly twenty million American homes.

A second simple way is to purchase repaired articles in Goodwill stores, which presently produces sales of

about \$51,000,000 among all Goodwills in a year. Salvage sales, contract work and other industrial income bring this total of earned income to over \$60,000,000.

A third basis of support is fees for client services, which total \$1,500,000 annually. And, finally, the public contributes funds for subsidizing services or for buildings and other capital needs, with the total adding up to more than \$5,000,000 in one year. Grants for buildings, facilities and programs from government or other agencies amount to as much as a million dollars in any single year.

Figures cited are generally based on preliminary data for the year of 1965.

BECAUSE THEY ARE CONCERNED—BOARD MEMBERS VOLUNTEER THEIR SERVICES. A STATEMENT OF HORACE WARREN KIMBRELL, PRESIDENT, GOODWILL INDUSTRIES OF AMERICA, INC.

The program of Goodwill Industries has long had a distinctive and compelling appeal. On the basis of record breaking figures for 1965, it is obvious that this appeal becomes stronger each year.

We who serve as volunteer members of Boards of Directors of either the national or local programs can testify there is a great concern for Goodwill Industries, because Goodwill Industries has great concerns for handicapped people.

Concern for the growing numbers of handicapped adults who want to live productive lives must increase. More new units need to be started, and existing programs are under pressure to expand. We look forward to greater public interest which will result in support that can produce additional and expanded Goodwill Industries programs in the immediate years ahead.



BECAUSE THEY CARE—MEMBERS OF WOMEN'S AUXILIARIES DEMONSTRATE CONCERN. A STATEMENT OF MRS. WILLIAM J. PURCHAS, JR., PRESIDENT, NATIONAL COUNCIL OF WOMEN'S AUXILIARIES



The continuing growth of members and activities of auxiliaries to Goodwill Industries has made them increasingly important to the cause of serving handicapped people. Linked to the national organization through the National Council, auxiliaries share the concerns of all Goodwill Industries and seek to serve in a supportive, assisting role in every way possible.

The Goodwill volunteer is dedicated and irrevocably committed to a basic philosophy of service through the Judaic-Christian philosophy, the American ideal and the Goodwill Way of not charity but a chance. All this . . . because we care.

In the light of the new national emphasis on programs like Goodwill Industries, we of the auxiliaries can recognize our objectives must be multiplied and our efforts redoubled. The numbers of our membership, the goals of our fund efforts, the acquainting of the public with the story, the help to handicapped people can all be greater—if we, too, care enough.

DIRECTORATE OF GOVERNING BODIES GOODWILL INDUSTRIES OF AMERICA, INC. 1913 N STREET, N. W. WASHINGTON, D. C. 20036

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San Jose, Calif.

SUMMARY OF FINANCIAL ACTIVITIES FOR 1965

REVENUE

Contributions from general public and affiliated organizations	\$ 30,790.63
Membership dues	320,277.95
Services to member Goodwills	6,957.57
Materials and supplies	5,766.93
Occupancy income	13,132.40
Investment income	8,376.58
TOTAL all Revenue	\$385,302.06

EXPENDITURES

Executive and Administrative	\$ 78,010.96
Field Services	62,670.02
Public Relations	58,092.73

Special Services	24,613.23
Executive Training and Scholarships	14,617.50
Housing and General	21,826.49
Board of Directors	10,077.98
Conference of Executive and Executive Workshops	10,274.11
Delegate Assembly	9,493.44
International Extension Program	6,634.46
Domestic Extension Program	5,482.62
Area Leaders and Regional Representatives	34,005.29
Transfer to Restricted Funds	22,324.35
TOTAL all Expenditures	\$358,123.18
Increase in General Funds (Note I)	27,178.88
TOTAL Expenditures and increase in General Fund	\$385,302.06

(Note 1 Included in Revenue is \$21,799.79 in Dues and Supplies Accounts Receivable.)

CONTRIBUTIONS TO GOODWILL INDUSTRIES OF AMERICA, INC. ARE TAX DEDUCTIBLE

DIRECTORY OF 131 GOODWILL INDUSTRIES AND 36 BRANCHES IN THE UNITED STATES

CITY	EXECUTIVE	ADDRESS	CITY	EXECUTIVE	ADDRESS
Aberdeen, Wash.	Carl B. Quisen	313 So. H St.	LOUISVILLE, Ky.	Edmund D. Redmon	214 S. 8th St.
ADRIAN, Mich.	Kenneth A. Erwin	600 E. Beecher St.	Lowell, Mass.	Robert P. Hogg	99 Willie St.
AKRON, Ohio	Kenneth L. Downing	36 So. College St.	MEMPHIS, Tenn.	Marvin L. McPherson	91 N. Second St.
Branch Workshop in Ravenna, Ohio			MIAMI, Fla.	George W. Dauth	290 S. Miami Ave.
Albany, C. I.	William D. Harwood	126 Roosevelt Ave.	MILWAUKEE, Wisc.	Charles L. Priest	6055 N. 91st St.
ALBUQUERQUE, N. Mex.	Charles R. Lynn	1119 Edith St., S. E.	Branch Workshop in Racine, Wisc.		
Anchorage, Alaska	Francis J. Phillips (Pres.)	2220 E. Northern Lights Blvd.	MINNEAPOLIS, Minn.	George H. Angell	417 S. 3rd St.
ASHTABULA, Ohio	Howard R. Dunlavy	621 Morton Drive	Moline, Ala.	William P. Hazlewood	2801 Springhill Ave.
ATLANTA, Ga.	Stephen C. Youngblood	15 Courtland St., N. E.	MUSKEGON, Mich.	Clyde E. Redwell	791 Pine St.
AUSTIN, Tex.	William W. Campbell	300 N. Lamar St.	Muskogee, Okla.	Donald C. Lamirum	21 W. Okmulgee St.
BALTIMORE, Md.	Harvey F. Kettering, II	201 S. Broadway	Nashville, Tenn.	Hollis E. Jackson	138 White Bridge Road
Branch Workshop in Frederick, Md.			New Albany, Ind.	James Donovan	319 State St.
BATTLE CREEK, Mich.	David M. Davey	373 West Michigan Ave.	New Haven, Conn.	Lester C. Stochr	238 State St.
BIRMINGHAM, Ala.	Howard A. Sandlin	907 N. 26th St.	NEW ORLEANS, La.	Edward E. Rhatigan	2000 Jackson Ave.
BOSTON, Mass.	Henry E. Helms	95 Berkeley St.	New York, N. Y.	L. Eugene Adair	123 E. 124th St.
Branch Workshop in Lynn, Mass.			Branch Workshops in Brooklyn, N. Y. and Glen Cove, N. Y.		
BRIDGEPORT, Conn.	Joseph E. Pouliot	786 Main St.	NORFOLK, Va.	James G. Bett	131 E. Brambleton Ave.
BUFFALO, N. Y.	James A. Sweet	153 N. Division St.	OAKLAND, Calif.	Floyd R. Nicholson	212 9th St.
CAMDEN, N. J.	James D. Fraser	816 N. 7th St.	OKLAHOMA CITY, Okla.		410 S. W. 3rd St.
Branch Workshop in Vineland, N. J.			OMAHA, Neb.	Leland C. Whipp	1111 S. 41st St.
CANTON, Ohio	Bryce W. Nichols	713 E. Tuscarawas St.	Branch Workshop in Council Bluffs, Iowa		
Branch Workshop in Alliance, Ohio			Orlando, Fla.*	Charles R. Callaway	149 W. Michigan Ave.
CHARLESTON, W. Va.	William E. Raml	223 Delaware Ave.	Parkersburg, W. Va.	Jack F. Poe (Treasurer)	P.O. Box 148
Charlotte, N. C.	Frederick M. Sherman	119 E. 7th St.	Peoria, Ill.	David B. Siegle	621 Franklin St.
CHATTANOOGA, Tenn.	Richard C. Andrews	3500 Dadds Ave.	PHILADELPHIA, Pa.	Roger P. Davis	1705 West Allegheny Ave.
CHICAGO, Ill.	William Ragolio	1500 W. Monroe St.	Branch Workshop in Willow Grove, Pa.		
CINCINNATI, Ohio	W. Sharon Florer	10600 Springfield Pike	PHOENIX, Ariz.	A. Leonard Kralh	117 N. 16th St.
Branch Workshops in Hamilton, Ohio and Covington, Ky.			Branch Workshop in Flagstaff, Ariz.		
CLEVELAND, Ohio	Rudolph Stefanku	930 E. 70th St.	PITTSBURGH, Pa.	David J. Wynne	2891 Liberty Ave.
COLORADO SPRINGS, Colo.	Kenneth Olson	2307 W. Colorado Ave.	Pittsfield, Mass.	Roger E. Monfette	370 Wahconah St.
COLUMBUS, Ga.	Nelson A. Kittle	27th and Hamilton Road	Port Huron, Mich.	Vernon L. Schwanger	725 Lapeer Ave.
COLUMBUS, Ohio	George Morcy Evans	1331 Edgehill Road	Portland, Me.	Carl V. Puleo	116 Free St.
Branch Workshops in Newark, Ohio, Chillicothe, Ohio, Marion, Ohio, and Portsmouth, Ohio			PORTLAND, Ore.	Marion C. Smith	1831 S. E. 6th Ave.
CORPUS CHRISTI, Tex.	Arthur E. Scott	2961 S. Port Ave.	Branch Workshop in Eugene, Ore.		
Branch Workshop in Victoria, Tex.			Providence, R. I.	George W. MacDow	77 Westfield St.
DALLAS, Tex.	Gerald L. Clore	2511 Elm St.	Pueblo, Colo.	Donald L. Smith	130 S. Union Ave.
Branch Workshop in Sherman, Tex. and Tyler, Tex.			Richmond, Va.	R. C. Jones	7 S. 14th St.
DAYTON, Ohio	Elmer Beckett	201 W. 5th St.	Roanoke, Va.*	Lewis Owenshire	3125 Salem Turnpike, N.W.
Branch Workshop in Piqua, Ohio			Rockford, Ill.	Norman K. Dassenbrook	1907 Kishwaukee St.
DENVER, Colo.	John W. Payne	3003 Arapahoe St.	Sacramento, Calif.	Robert Depner	707 "Q" St.
Branch Workshop in Cheyenne, Wyo.			ST. LOUIS, Mo.	Roger E. French	4140 Forest Park Blvd.
DES MOINES, Iowa	Alexander J. Waugh	325 E. 5th St.	ST. PAUL, Minn.	John R. Metz	509 Sibley St.
DETROIT, Mich.	John E. Hoskins	6522 Brush St.	ST. PETERSBURG, Fla.	Robert C. Adair	10596 Gandy Blvd.
Branch Workshops in Clawson, Mich., Mt. Clemens, Mich., and Ann Arbor, Mich.			Branch Workshops in Tallahassee, Fla. and Ft. Myers, Fla.		
DULUTH, Minn.	Ervid M. Clemous	1732 W. Superior St.	SAN ANTONIO, Tex.	A. J. Bob Blase	3822 Pleasantry Road
Durham, N. C.	Ranett M. Grodsky (Pres.)	P.O. Box 8617, Forest Hills, Sta.	SAN BERNARDINO, Calif.	Harold Francis	899 W. 3rd St.
EL PASO, Tex.	Ernest W. Tremayne	5301 El Paso Drive	SAN DIEGO, Calif.	Eugene Morrill	102 5th Ave.
Branch Workshop in Las Cruces, N. Mex.			SAN FRANCISCO, Calif.		980 Howard St.
EVANSVILLE, Ind.	C. Henry Twombly	930 Division St.	SAN JOSE, Calif.	Don Lathrop	46 Race St.
FLINT, Mich.	Alan M. McNeil	610 S. Dexter St.	SANTA ANA, Calif.	Gaylord M. Hicks	2702 W. 5th St.
FORT WAYNE, Ind.	Louis R. Veale	3127 Brooklyn Ave.	SANTA CRUZ, Calif.	Larry Dominguez	350 Encinal St.
FORT WORTH, Tex.	H. Counts	665 S. Main St.	Savannah, Ga.	Jerry D. Cooper	P.O. Box 508
Gary, Ind.	Robert A. Stern	1221 Broadway	SCRANTON, Pa.	Raymond C. Hogue	116 N. Washington Ave.
Grand Junction, Colo.	Billy C. Johnson	1020 S. 5th St.	SEATTLE, Wash.	Mrs. Frances Taylor	1400 S. Lane St.
Greensboro, N. C.	R. Saunders Williams	P.O. Box 448	Branch Workshop in Pasco, Wash.		
Hagerstown, Md.	Austin H. Bikle	223 N. Prospect St.	Shreveport, La.	R. D. Shoulders	1916 Texaco Ave.
Hammond, Ind.	C. Burt Monnett	31 State St.	SIoux CITY, Iowa	John P. Hantla, Jr.	312 S. Floyd Blvd.
HARRISBURG, Pa.	Chester J. Sherman	627 N. Cameron St.	SOUTH BEND, Ind.	Vernon K. Hazard	702 S. Michigan St.
Honolulu, Hawaii	Eueho C. Chung	1128 Nuuanu Ave.	SPOKANE, Wash.	C. Robert Burdick	130 E. 3rd St.
HOUSTON, Tex.	William A. Lufburrow	5200 Jensen Drive	Branch Workshop in Walla Walla, Wash.		
INDIANAPOLIS, Ind.	Howard G. Lytle	1635 W. Michigan St.	Springfield, Ill.	Merrill J. Kinder	800 N. 10th St.
Iowa City, Iowa	Brooks W. Booker, Jr. (Pres.)		SPRINGFIELD, Mass.	Paul E. Affleck	285 Dorset St.
Jackson, Mich.	Roland M. Culver	617 N. Mechanic St.	STOCKTON, Calif.	Olen B. Quinn	730 E. Market St.
JACKSON, Miss.	J. Lester Roberts (Acting)	911 Palmyra St.	TACOMA, Wash.	James J. Szasz	711 S. 27th St.
JACKSONVILLE, Fla.	Robert L. Heath	4533 Lenox Ave.	Branch Workshops in Yakima, Wash. and Longview, Wash.		
JERSEY CITY, N. J.	Joseph D. Loudermilk	19-55 Fremont St.	Terre Haute, Ind.	Theodore Grob	122 N. 5th St.
Johnstown, Pa.	Lowell W. Carter	624 Lorust St.	TOLEDO, Ohio	Edward M. Brewer	931 N. Hawley St.
KALAMAZOO, Mich.	Ralph H. Fielding	2700 N. Pitcher St.	Branch Workshops in Sandusky, Ohio		
KANSAS CITY, Mo.	J. Everett McCluhan	1817 Campbell St.	Trenton, N. J.		2300 Hamilton Ave.
LAWTON, Okla.	Kermit W. Smith	29 "D" Ave.	TULSA, Okla.	Clarence A. Burris	24 N. Main St.
Lima, Ohio	Max C. Burns	28 Public Square	WACO, Tex.	A. P. Garrett	506 S. 11th St.
LINCOLN, Neb.	John P. Gedwillo	1717 "O" St.	WASHINGTON, D. C.	Richard A. Nelson	1218 New Hampshire Ave. N.W.
LITTLE ROCK, Ark.	Mrs. Robert F. McKee	1201 W. 7th St.	WATERLOO, Iowa	Charles F. Mitchell	1700 Westfield Ave.
LONG BEACH, Calif.	Walter L. Case	890 W. Pacific Coast Highway	Wichita, Kansas	L. William Reel	214 W. Douglas St.
Lorain, Ohio	Mrs. Marjorie Wright	1600 Broadway	WILMINGTON, Del.	J. Carlyle Simmons	17th and Spruce Sts.
LOS ANGELES, Calif.	Frank C. Flegal	312 San Fernando Road	WINSTON-SALEM, N. C.	Francis W. Mulcahy	2701 N. Cherry St.
Branch Workshop in Panorama City, Calif.			YOUNGSTOWN, Ohio	Henry E. Johnson	330 E. Boardman St.
			Branch Workshop in Champion, Ohio		
			ZANESVILLE, Ohio	David P. Boldt	108 Main St.
			Branch Workshop in Marietta, Ohio		

* In Process of Accreditation

DIRECTORY OF 21 GOODWILL INDUSTRIES OR RELATED PROGRAMS IN OTHER COUNTRIES

Leichhardt (Sydney), New South Wales, Australia, Goodwill Industries of Australia, Rev. Harold L. Hawkins, Superintendent, 93 Norton Street
 Perth, Western Australia, The Civilian Maimed and Limbless Association of Western Australia, Mrs. E. Richter, General Secretary, 348 Wellington Street
 Perth, Western Australia, Good Samaritan Industries, Mr. W. Harwood, General Secretary, 283 Murray Street
 Queensland, Australia, Brisbane City Mission, Rev. C. S. Trudgman, Superintendent, Morris Street, Windsor Brisbane
 Edmonton, Alberta, Canada, Rehabilitation Society of Alberta—Edmonton Branch, Mrs. L. Alizon Lamb, Executive Director, 10462 101st Street
 Hamilton, Ontario, Canada, Amity Association of Hamilton, Mr. Gordon Mann, Executive Director, 79 John Street, South
 London, Ontario, Canada, Goodwill Industries, Mrs. J. R. Brent, Managing Director, 295 Richmond Street
 Ottawa, Ontario, Canada, Ottawa Neighborhood Services, Mr. J. B. Little, General Manager, 987 Wellington Street
 Sarnia, Ontario, Canada, Goodwill Industries, Mrs. Lillie McCleister, Superintendent, 163 N. Victoria Street
 Toronto, Ontario, Canada, Society for Crippled Civilians, Mr. George B. Smith, Executive Director, 231 Adelaide Street, East, Toronto 2
 *Victoria, B. C., Canada, Goodwill Enterprises for the Handicapped of Victoria, Mr. Samuel R. Rea, Executive Director, 560 Yates Street
 Windsor, Ontario, Canada, Goodwill Industries, Mr. G. Hudson Strickland, 167 Pitt Street, West
 Winnipeg, Manitoba, Canada, Goodwill Industries Ltd., Mr. T. Alan Craig, Manager and Director, 70 Princess Street
 Bogota, Colombia, S. A., Instituto de Adaptacion Laboral, Mrs. Helen Scaville-Mora, General Coordinator, Apartado Area 5777
 Heppu, Japan, Rising Sun Industries, Dr. Yutaka Nakamura, e/o Orthopedic and Rehabilitation Center, Heppu National Hospital, Kamegawa, Oita
 Mexico City, D. F., Mexico, Industrias para la Rehabilitacion del Invalido, Sr. Victor I. Garcia-Lizama, Director Ejecutivo, Calzada, Mexico—Tacuba 398
 Lima, Peru, Goodwill Industries, Rev. Wenceslao Babanonde, Apartado 1386
 Johannesburg, South Africa, Goodwill Industries of South Africa, Mr. Henry Kessler, President, P. O. Box 8665
 Montevideo, Uruguay, Industrias Buena Voluntad, Senor J. Antonio Laureano, Director, Grecia 918-Cerro
 Port of Spain, Trinidad, R. W. L. Goodwill Industries of the West Indies, Mrs. Pina Chow Quan, 112 Western Main Road, St. James
 Caracas, Venezuela, S. A., Industrias Voluntarias de Buena Voluntad, Mrs. Ingeborg R. de Besson, President, Apartado del Este 11347, Avenida Sucre 77, Dos Caminos
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